

System Engineering – Database (fast track)

- 1. Regular ADABAS file maintenance that takes place Sunday mornings with no outage required. (need an itemized list of activities)
- 2. C/S database file maintenance. (need an itemized list of activities)
- **3.** All DBMS JCL modifications (generally only done with conversions).
 - 4. All DBMS (C/S) script modifications.
 - 5. All DBMS (C/S and Mainframe) file copies from one db to another
- **6.** Broker Parameter Changes
 - 7. Test environment fixes to Software AG and Treehouse Software products. (Need definition of test environment, is this the test LPAR or the test/development environment with the production LPAR or test CICS etc.)
 - **8.** <u>Installing/Removing Oracle Database Software</u> Involves using the Oracle installer to remove old installations of Oracle or to add new installations of Oracle. (Test, dev and prod.)
 - **a.** Taking down or disabling a database that's no longer in use.
 - **9.** Adding table or views to test or production databases This will require two separate changes: one for test and one for production on different days.

System Engineering – Mainframe (fast track)

- **10.** Adding Mobius packs
- 11. Updating TSO CLIST per Operation's request
- **12.** Modifications to DR Backups (adding or deleting packs and adding GDG's (tapes)).
- **13.** Clean up (deleting) of DASD packs (will remain on the list until a problem occurs).
- **14.** Modifications to Operating System shutdown and IPL and Network Control Program (NCP).
- **15.** Generating image copies and refreshes
- **16.** Modifying ACS routines (new logic) for System Managed Storage (SMS) DASD environment.
- 17. Table entries for CICS regions
- **18.** Creation of DD cards
 - 19. The addition/deletion of tape VOLSERs to TLMS. Tape VOLSERs added to, or removed from the TLMS tape data base. We accomplish this work just prior to an IPL; after TLMS has been shutdown (TLMS needs to be down for this processing to occur). The job only takes about 30 seconds to complete.
- **20.** Modifications to DC&O JCL, programs, scripts, and files that are used to support mainframe operations and monitoring (e.g. IPL scripts, output distribution lists, and automation scripts). These modifications must have no risk of impacting production functionality or system availability. Changes are limited to the following libraries: BIGGS.PROD.JCLLIB, OCS.PROD.OPERLIBT, and



SCHEDULE.WORK.AREA*.

- **21.** WLM policy changes: these must be non-disruptive to mainframe services and able to be immediately backed out to the previously active policy via WLM console command.
- **22.** Fixes to Software AG products. These fixes are cumulative fix datasets released on a regular basis and require no downtime or user notification.
- **23.** IODF changes (Input/Output Definition) configuration changes of I/O devices as defined in the OS, which is loaded at IPL time.
- **24.** Adding user ids to existing SECURITRE assembler routine (proc)...SCRTRE.V331.SOURCE(D231EX1)... no users being deleted
- **25.** Modifications to all SYS1.* and SYS3.*datasets, including PARMLIBs, PROCLIBs, LINKLIBs, etc., and any concatenated datasets.
- **26.** Modifications to all MVSOIS PARMLIBS, PROCLIBS, LINKLIBS at Dover and Biggs.

System Engineering – Client Server (fast track)

- **27.** Web page redirects for web servers
- **28.** Additions, Deletions and Changes to Server tape backups for Test, Prod and Devel.
- *Note: Requires Data Media Storage Retention Form (move to scheduled)
- **29.** Scripts to modify Test Dev. and Prod database backups
- **30.** Installing software agents (TSM, Big Brother & Enterprise Discovery) so long as the installation to be performed is known to not cause a disruption of service nor require that a system or service be restarted for test, dev and prod
- **31.** Servers or systems that are either test or development systems. Installation and activation of new features so long as the installation to be performed is known to not cause a disruption of service nor require that a system or service be restarted. (Examples: backups systems, "safe scans", security systems and utilities, http servers, web application servers, schedulers, and monitoring tools.)
- **32.** Installation, activation and upgrades to Omniback/Dataprotector backup systems software for PHRST and Pensions Client/Server environment.
- **33.** Servers or systems that are either test or development systems that are only DTI Technical facing, where DTI Technical is either Apps Del, SA, SE, or Telecomm.

Reasoning: We have systems that are classified as test or development systems that are exclusively for use by DTI technical staff to test patching, upgrades, code, etc. Generally, we make changes to these systems and move them based on our needs. These systems are different from test and development systems that are customer facing and would cause a disturbance in peoples' workdays.

34. Virtual Server Environment:



- **a.** Adding physical servers into an existing ESX clusters
- **b.** Removing physical servers from ESX clusters
- c. Adding resource pools to ESX clusters
- **d.** Removing resource pools from ESX clusters
- e. Changing parameters of resource pools
- **f.** Adding servers into resource pools
- **g.** Removing servers from resource pools
- **35.** The addition and modification of process scripting to automate regular processes on Client/Server systems.
- **36.** Adding and removing LUNS on test, dev and production servers.

Business/Security Office (fast track)

Nothing

Operations – Facilities (fast track)

37. Installing additional electrical capacity or inspecting existing circuits in the datacenter.

Operations – Data Center (fast track)

- **38.** Installing new server racks
- **39.** Pulling cables under floor tiles. (move to scheduled)
- **40.** Removal of deactivated hardware
- **41.** Install a chassis in the IBM Blade Center. (Includes connecting the chassis to pre-existing AC power in the rack and turning on the Chassis)
- **42.** Install a blade into an empty slot in the BC while powered up
- **43.** Move an unused blade from one slot to another while powered up
- **44.** Connect fiber cables to new equipment
- **45.** Rack-mount a stand alone server such as an HP DL360 or DL380. (Includes connecting the server to pre-existing AC power and to a pre-existing keyboard/mouse/monitor switch) (include 16 as part of this task)
- **46.** Remove powered off or dead servers from the rack.
- **47.** Update the ESX software on a blade that has no hosts running on it. This will involve a reboot of the blade (ESX), but will have no effect on any live or construction systems.
- **48.** Update the firmware on a blade that has no hosts running on it. This will involve a reboot of the blade, but will have no effect on any live or construction systems.
- **49.** Adding or removing hardware to an ESX server with no VM's (virtual machine's) running on it.
- **50.** Monthly Reboot and Backup of the XML appliances
- **51.** Decommissioning of applications that are no longer in use.



- *Note: Requires the Application(s) Owner(s) signoff.
- **52.** Applying Windows Patches to DTI training room servers may require reboot.
- **53.** Update xml files on prt2aitam & prt3aitam.

Applications and PHRST (fast track)

- **54.** Add and Changes in names or numbers of generation datasets
 - *Note: Requires Data Media Storage Retention Form
- **55.** Changes to existing JCL that did not require programming changes (See Exceptions below), would not impact another DTI group (other than DC&O), or require special coordination in a group setting; e.g.,
 - ⇒ <u>a.</u> change in a report mode from DASD file or hard copy to Mobius (minor cosmetic programming changes may be needed)
 - \Rightarrow **b.** change in output media; e.g.,
 - ♦ from tape or cartridge to DASD*
 - ♦ from microfiche to CD or Mobius*
 - *May require delete job form.
 - \Rightarrow **c.** change in file to DD Dummy
 - \Rightarrow <u>d.</u> change in Exec or Sysin parameter value passed to a program and already recognized by the program
 - ⇒ <u>e.</u> change in the following JCL parameter values: unit, space, number of print copies, print destination, number of volumes
- **56.** Presentation changes to hard-copy or online report, panel, form, map, JSP, or CICS screen that is not used in update mode by the users (display/inquiry only); e.g.,
 - \Rightarrow <u>a.</u> text changes to static titles, headers, labels, instructions, footers, footnote, or other static text wording
 - \Rightarrow **b.** alignment and spacing change
 - \Rightarrow $\underline{\mathbf{c}}$ increase or decrease in field length where it does not involve a change to the input file or an output file
 - \Rightarrow <u>d.</u> report-tag and page-size changes needed to change report from DASD file or hard copy to Mobius or microfiche
 - \Rightarrow **e.** delete a displayed field
 - \Rightarrow **f.** add/display an existing field from the database
- **57.** New PDF forms/files and changes to PDF forms that are used for manual entry and do not update a file
- **58.** Scheduling changes not impacting other DTI groups other than DC&O
 - \Rightarrow frequency
 - ⇒ time
 - *Note: Requires Production Schedule Change form
- **59.** Changes to online documentation, Service Desk support documentation, or other Operations documentation due to a change not solely requested by the Service



Desk or Operations

- **60.** Changes in content to other than client-owned configuration or rules-based tables (need to provide example).
- **61.** Create new mappings within IIS. These mapping extensions are associated with web control that allows the application to export reports in PDF format.
- **62.** Peregrine Service Center tasks
 - a. Modifying an existing email macro's text
 - **b.** Creating a new email macro
 - **c.** Creating new ISO security profiles
 - d. Creation of inbox queries in the HP/Peregrine Service Center tool
 - **e.** Any pre-existing hidden field may be enabled on search screens.
- **63.** Add a new (or modified) report out to Report Center. We're simply moving a crystal report to a folder on the Seattle server. We then open Report Center and add it to the list of reports we could potentially run. No impact to any users.

Telecommunications (fast track)

- **64.** Firewall upgrades core only (redundant services)
- **65.** Router upgrades core only (redundant services)
- **66.** Switch changes core only (redundant services)
- **67.** Proxy Server changes (redundant services)
- **68.** Telephone system changes upgrades and avia patches
- **69.** Critical software patches patches required to mitigate vulnerabilities (domain controllers and exchange environment).

Telecom – Voice Group Only

70. Kay Buck to provide a list